

Useful contacts

CSH Surrey provide community services in the local area.

- ✉ Ewell Court Clinic
Ewell Court Avenue
Ewell, Surrey KT19 0DZ
- ☎ 020 8394 3843
- @ CSH.complaints@nhs.net

Epsom and St Helier University Hospitals NHS Trust

- ✉ Epsom & St Helier University Hospital NHS Trust
Wrythe Lane
Carshalton SM5 1AA
- ☎ PALS Epsom: 01372 735243
- ☎ PALS St Helier: 020 8296 2508
- @ pals@esth.nhs.uk

Kingston Hospital NHS Trust

- ✉ Kingston Hospital NHS Trust
Galsworthy Road
Kingston Upon Thames KT2 7QB
- ☎ PALS: 020 8934 3993
- @ pals@kingstonhospital.nhs.uk

Surrey and Sussex Healthcare NHS Trust (East Surrey Hospital)

- ✉ Surrey and Sussex Healthcare NHS Trust
East Surrey Hospital
Canada Avenue
Redhill RH1 5RH
- ☎ PALS: 01737 231958
- @ pals@sash.nhs.uk

St George's Healthcare NHS Trust

- ✉ St George's Hospital
Blackshaw Road
London SW17 0QT
- ☎ PALS: 020 8725 3492
- @ complaints.compliments@stgeorges.nhs.uk

Useful contacts

Surrey and Borders Partnership NHS Trust provide mental health services in the area.

- ✉ Surrey & Borders Partnership Trust
18 Mole Business Park
Leatherhead KT22 7AD
- ☎ 01372 216202
- @ complaints@sabp.nhs.uk

South East Coast Ambulance Service NHS Trust (SECamb) provide patient transport and ambulance services.

- ✉ SECamb,
40-42 Friars Walk,
Lewes BN7 2XW
- ☎ PALS: 0300 1239 242
- @ complaints@secamb.nhs.uk

Adult Social Care (Surrey County Council)

- ✉ Surrey County Council Contact Centre
Room 296 - 298, County Hall, Penrhyn Road,
Kingston upon Thames KT1 2DN
- ☎ 0300 200 1005
- @ contactcentre.adults@surreycc.gov.uk

Healthwatch Surrey (Complaints Advocacy)

Local free independent organisation that can provide advice and support to people who wish to make a complaint about an NHS service.

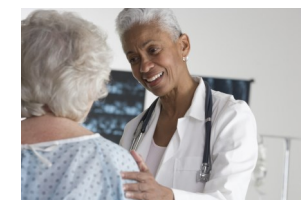
- ☎ 0300 030 7333
- @ nhs@advocacyinsurrey.org.uk
- 🌐 www.healthwatchesurrey.co.uk

Healthwatch Surrey

Independent organisation that enables people to share views about local health and social care services. Also provides information on how to access local services.

- ☎ 0303 303 0023
- 🌐 www.healthwatchesurrey.co.uk

Listening Responding Improving



*Tell us about your
experiences and help us
improve local healthcare*

What is Surrey Downs Clinical Commissioning Group (CCG)?

Surrey Downs CCG is an NHS organisation that commissions (buys) healthcare for more than 290,000 people living in Mole Valley, Epsom and Ewell, east Elmbridge, Banstead and surrounding areas.

We use our budget to buy healthcare from organisations providing community, hospital, ambulance, mental health and other services for you and your family (not GPs, dentists, pharmacies or opticians).

Surrey Downs CCG also hosts a number of services on behalf of all Surrey CCGs. These include NHS Funded Healthcare (NHS Continuing Healthcare and NHS-funded Nursing Care), Individual Funding Requests and Medicines Management.

Comments and compliments: your feedback to us

We want the very best for our patients, and we rely on you to tell us what is working well and where there is room for improvement.



The feedback you provide helps us to improve the quality of the healthcare we buy.

If you would like to tell us what you think of the healthcare services we buy, please contact us using the details provided.



Contact us (CCG)

Patient Experience Service
NHS Surrey Downs CCG
Cedar Court
Guildford Road
Leatherhead
Surrey KT22 9AE



☎ 01372 201685

@ SDCCG.feedback@nhs.net

🌐 www.surreydownsccg.nhs.uk

I have a query

If you have an immediate health problem please call NHS 111 or contact your GP.

If you have a specific query relating to your, or a relative's healthcare, this could quickly be resolved by contacting the organisation providing the treatment. Most hospitals and community services have a Patient Advice and Liaison Service (PALS), and this can help. Contact details are overleaf. If you are unsure of whom to call, contact us and we will help direct you to the correct organisation.

I want to make a complaint

A formal complaint about any aspect of your, or a relative's healthcare can be made to the provider of the treatment, or the organisation who buys the service. Complaints should be made within 12 months of the event or incident about which you wish to complain.

Complaints made to the CCG will be acknowledged within three working days. The acknowledgement may ask for your/the patient's consent to share information as appropriate, and will indicate when we aim to respond.

If your complaint relates to: **NHS Funded Healthcare, Individual Funding Requests or Medicines Management**, please contact us (CCG).

If your complaint relates to: **Community services (such as district nursing, therapy services), hospital services, mental health services or ambulance services**, we would suggest you contact the healthcare provider directly or, alternatively, you may contact us (CCG).

If your complaint relates to: **GPs, dentists, pharmacies and opticians**, we would suggest you contact the Practice Manager or pharmacist. Alternatively, you can contact NHS England, as this is the organisation that buys these services.

Contact NHS England

Complaints Manager
NHS England
PO BOX 16738
Redditch B97 9PT



☎ 0300 311 22 33

@ England.contactus@nhs.net

What if I am still not satisfied?

If you remain dissatisfied with the response, you can ask the Parliamentary and Health Service Ombudsman to review your case. You need to do this within 12 months of the event which prompted your complaint.

✉ Parliamentary and Health Service Ombudsman
11th Floor Millbank Tower
Millbank, London SW1P 4QP
☎ 0345 015 4033
🌐 www.ombudsman.org.uk